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Resolution Chart

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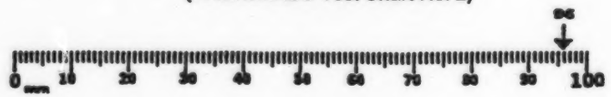

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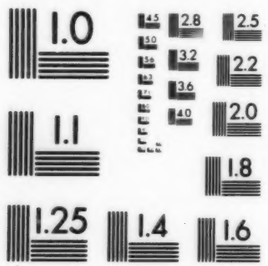

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Tableau de résolution

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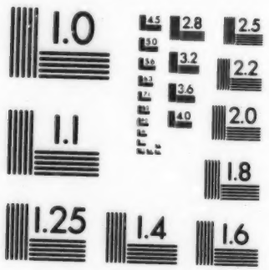

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Albertans working – a safe, healthy and strong Alberta.

WCB-ALBERTA

STRATEGIC PLAN 2002-2004

Workers' Compensation Board
Alberta

Vision:

Albertans working - a safe, healthy and strong Alberta.

Mission Statement:

WCB-Alberta, working together with our partners, will significantly and measurably reduce the impact of workplace illness and injury on Albertans.

Our

Commitment

The Workers' Compensation Board - Alberta's 2002 - 2004 Strategic Plan, renews the commitment to our vision of "Albertans working - a safe, healthy and strong Alberta". The world we live in is constantly changing. Individuals and organizations are continuously challenged to improve. The WCB Alberta accepts that challenge. We want to get better at what we do because what we do impacts Albertans. Our new Strategic Plan builds on our past and provides focus for the future. We are more confident now than ever before that we can reduce the impact of workplace illness and injury on Albertans.
We are proud of where we have come from and are totally committed to our plan for the future because we believe we can make a difference for Albertans.

Our

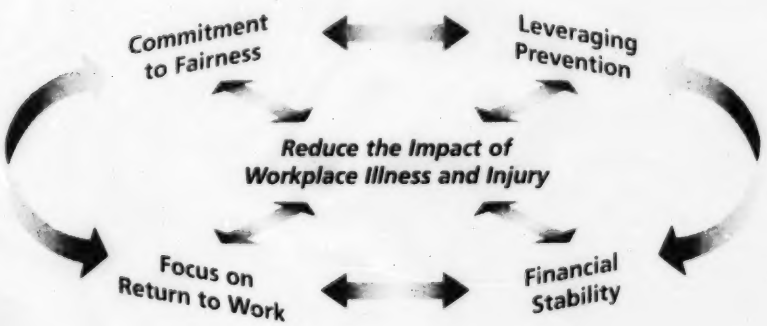
Strategic Plan

To be responsive to our business and stakeholders and to achieve our vision and mission, we developed a plan that defines our key areas of focus for the next three years. We re-confirmed our commitment to the WCB vision and mission and then looked at what we could do that would have the most positive impact for all Albertans. We developed four key strategic themes that provide a framework for the future. If we focus our energies on these four themes we will make a difference.

Strategic Themes

- Commitment to Fairness
- Leveraging Prevention
- Focus on Return to Work
- Financial Stability

Our strategic plan is illustrated in the model below. The model shows the four themes are clearly inter-related and all contribute to reducing the impact on Albertans of workplace illness and injury.


Commitment to Fairness
Leveraging Prevention
Reduce the Impact of Workplace Illness and Injury
Focus on Return to Work
Financial Stability

Our Focus *Strategic Themes for 2002-2004:*

Commitment to Fairness

We want to be recognized as an organization that is fair. Every day, our work requires us to make difficult decisions that impact our stakeholders. Our stakeholders rely on our commitment to fairness when we make those decisions and we must deliver on that commitment. We will achieve our commitment through clear decisions, consistent interpretation of policy, and by keeping customers informed about the decision making process. Fairness is excellent customer service and is important to everyone who works at the WCB.

Leveraging Prevention

The ultimate way to reduce the impact of workplace illness and injury is to prevent the illness or injury from ever happening. Prevention is a key part of our vision of a "safe, healthy and strong Alberta". We all have a role in prevention and we want to do our part to ensure synergy between all stakeholders and to encourage a mindset that focuses on prevention. Our goal is to enhance the utilization and impact of existing pricing tools, capitalize on relationships with certifying partners by setting common goals, and leverage our experience and data to reduce injuries and accidents by setting meaningful safety benchmarks and best in class prevention targets.

Reduce the Impact of Workplace Illness and Injury

Focus on Return to Work

Our mission challenges us to "reduce the impact of workplace illness and injury" – if all stakeholders are focused and committed to a return to work plan that gets an injured worker back to work – everybody wins. That is why we all must maintain a strong focus on return to work. We believe we can achieve our goal through effective and active case management, employer supported disability management programs, as well as education, training and incentives.

Financial Stability

Our stakeholders entrust us to provide for security of benefits to injured workers and good value in the premiums charged to employers. The cornerstone for meeting these needs, both now and in the future, is our commitment to being a financially stable organization. Financial stability will be achieved through effective financial management, effective claims management and clear and effective legislation and policies. We are proud of the Alberta workers' compensation system and the service we provide to all our stakeholders.